



Service Plans

Intruder Alarms

Service plan options

We have developed three standard service plans to suit different customer needs: **Standard Plus**, **Comprehensive** and **All Inclusive**.

Standard Plus: Provides routine maintenance and access to our call-out services, 24 hours a day. *Engineer Labour will be chargeable for all breakdown requests.

Comprehensive: Includes everything in Standard Plus with the inclusion of engineers labour for call outs.

All Inclusive: Provides the most complete coverage, including all the benefits of Comprehensive, plus additional support and parts coverage for maximum peace of mind.

SERVICE	Standard Plus	Comprehensive	All Inclusive
Support from our 24-hour Customer Experience Teams	•	•	•
Availability of our Field Technicians 24 hours a day, 365 days a year	•	•	•
4-hour response to all emergency callouts (subject to contract)	•	•	•
Routine system inspections	•	•	•
Minor adjustments during inspection	•	•	•
12-month warranty for additionally fitted equipment	•	•	•
Free review of your fire and security requirements	•	•	•
Remote engineering support including resets over the phone	•	•	•
Replacement parts because of normal wear and tear	•	•	•
Engineer callouts charges		•	•
Covers damage caused by break-ins, fire, flooding and natural events			•

ADT Service Plans



What does a maintenance visit involve?

Inspection

- Check whether the customer has experienced any problems with the system
- Check mains and stand-by power supplies including charging rates
- Check the satisfactory operation of all detection devices including deliberately operated devices
- Check control unit for correct operation
- Check and test remote signalling equipment
- Check all audible warning and alarm devices for correct operation
- Check the alarm system is fully operational
- Check operation of keypads and LEDs
- Repair any minor faults
- Provide answers to any questions or queries that the customer may have.

We will provide a thorough inspection of your equipment up to twice a year to ensure all aspects of the system are working correctly. To comply with the latest Intruder Alarm standards ADT may, where applicable, undertake remote maintenance of your system. Remote routine inspections use the latest industry technology to provide an inspection of your intruder alarm system, and take place alternatively with a physical visit to your premises. Remote inspections can take place anytime 24/7 without any disruption to yourself or your premises. Checking the system remotely is an environmentally friendly alternative to a physical visit, thus reducing the carbon footprint of your system.

All work completed on-site, including arrival and departure times, is recorded on a service sheet. The engineer will also note any issues with the system and recommend any work needed to keep it running smoothly.

With the Comprehensive plan, engineer visits are included unless the system has been damaged by the user, a third party (Change to Telephone Line / Wifi), or due to incorrect use. Damage from fire, storms, flooding, or natural events are not covered.

With the All Inclusive plan, all engineer visits and parts are covered, including those related to damage and wear and tear.

Replacement batteries are included as part of normal wear and tear.

Remote Engineering Support is available for compatible systems. Remote resets are available on all plans. In compliance with relevant Police Force requirements, a limited number of Remote Resets can be given, in circumstances where the cause of the alarm activation is known. Provided a remote reset device is fitted/enabled on the system

Please note: system upgrades, changes due to industry regulations, movement of detection due to building works, outdated equipment, or issues caused by switching phone providers (Including Broadband changes) are not covered under any plan. Any work related to these will be chargeable.

For further information on how ADT can help you, contact your local ADT office or phone free on **0344 800 1999** or visit us at **www.adt.co.uk**

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